



FOIAonline Monthly Status Report and Performance Statistics

June, 2016

Report Date: July 15, 2016

Contractor: Cherokee Services Group (CSG)

EPA Task Order: EPG12H00370

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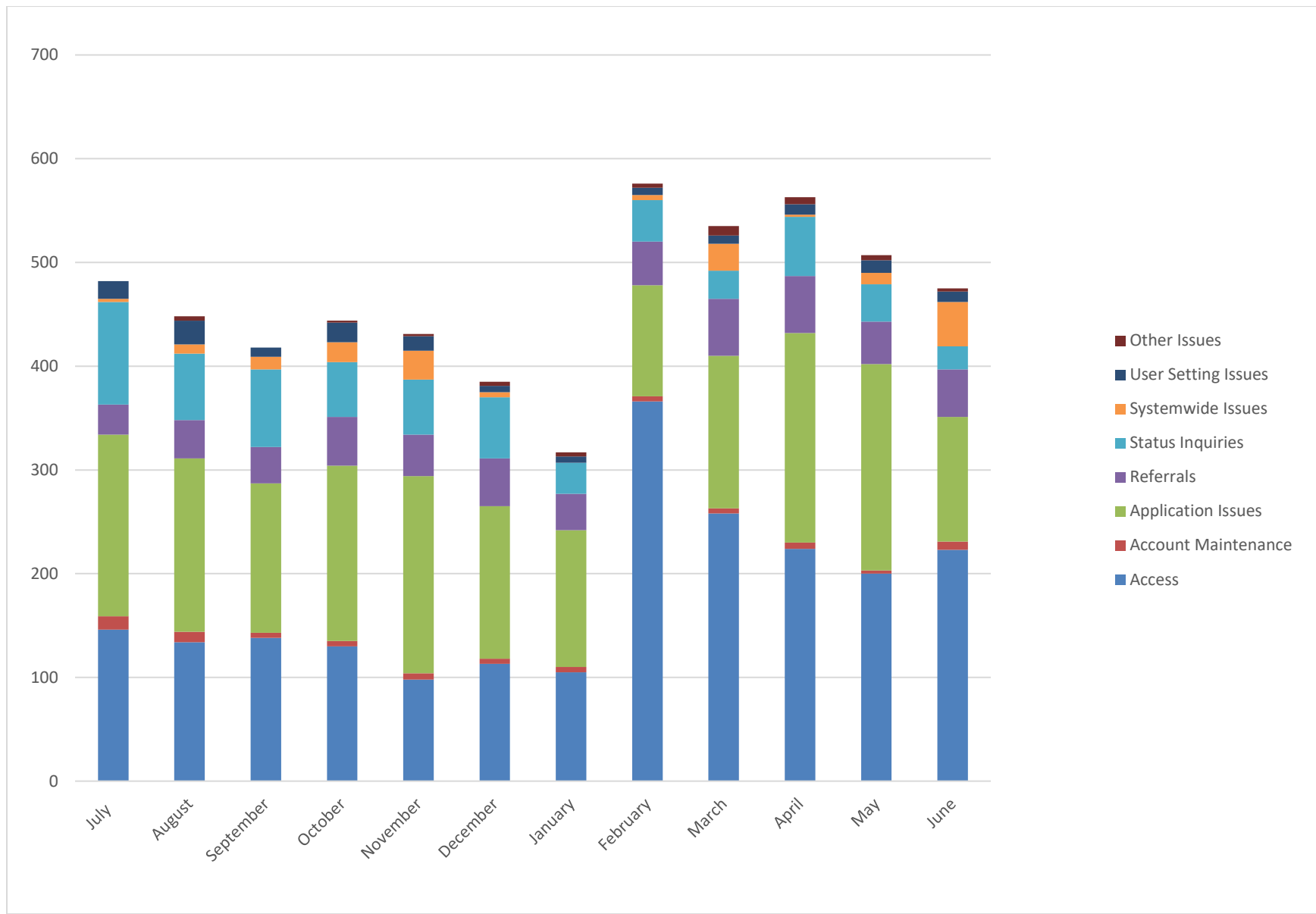
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Performance Area	July	August	September	October	November	December	January	February	March	April	May	June
Number of Calls Received	325	315	347	387	317	300	249	546	498	413	364	436
Number of Emails Received	135	99	105	120	88	60	89	173	148	153	128	157
Number of Incidents Resolved	460	414	452	463	370	325	315	643	597	531	492	543
Number of Incidents Escalated	38	18	39	48	20	17	26	24	30	34	16	13
Number of calls abandoned	0	0	0	0	0	0	0	0	1	0	1	0
Abandon Rate	0%	0%	0%	0%	0%	0%	0%	0%	0.02%	0%	0.02%	0%
Percentage of calls answered <60 second (Target 85%)	96.93%	99.16%	99.01%	99.48%	99.05%	99.66%	98.40%	95.68%	96.98%	99.20%	98.07%	97.70%
Average time to answer	00:10	00:08	00:07	00:06	00:08	00:07	00:09	00:12	00:10	00:07	00:09	00:08

Issue Types

Issue Types

Issue Categories	July	August	September	October	November	December	January	February	March	April	May	June
Access	146	134	138	130	98	113	105	366	258	224	200	223
Account Maintenance	10	5	5	6	5	5	5	5	6	3	8	8
Application Issues	167	144	169	190	147	132	107	147	202	199	120	184
Referrals	37	35	47	40	46	35	42	55	55	41	46	60
Status Inquiries	64	75	53	53	59	30	40	27	57	36	22	63
Systemwide Issues	9	12	19	28	5	0	5	26	2	11	43	12
User Setting Issues	23	9	19	14	6	6	7	8	10	12	10	10
Other Issues	4	0	2	2	4	4	4	9	7	5	3	3
Total Issues Resolved	460	414	452	463	370	325	315	643	597	531	452	543



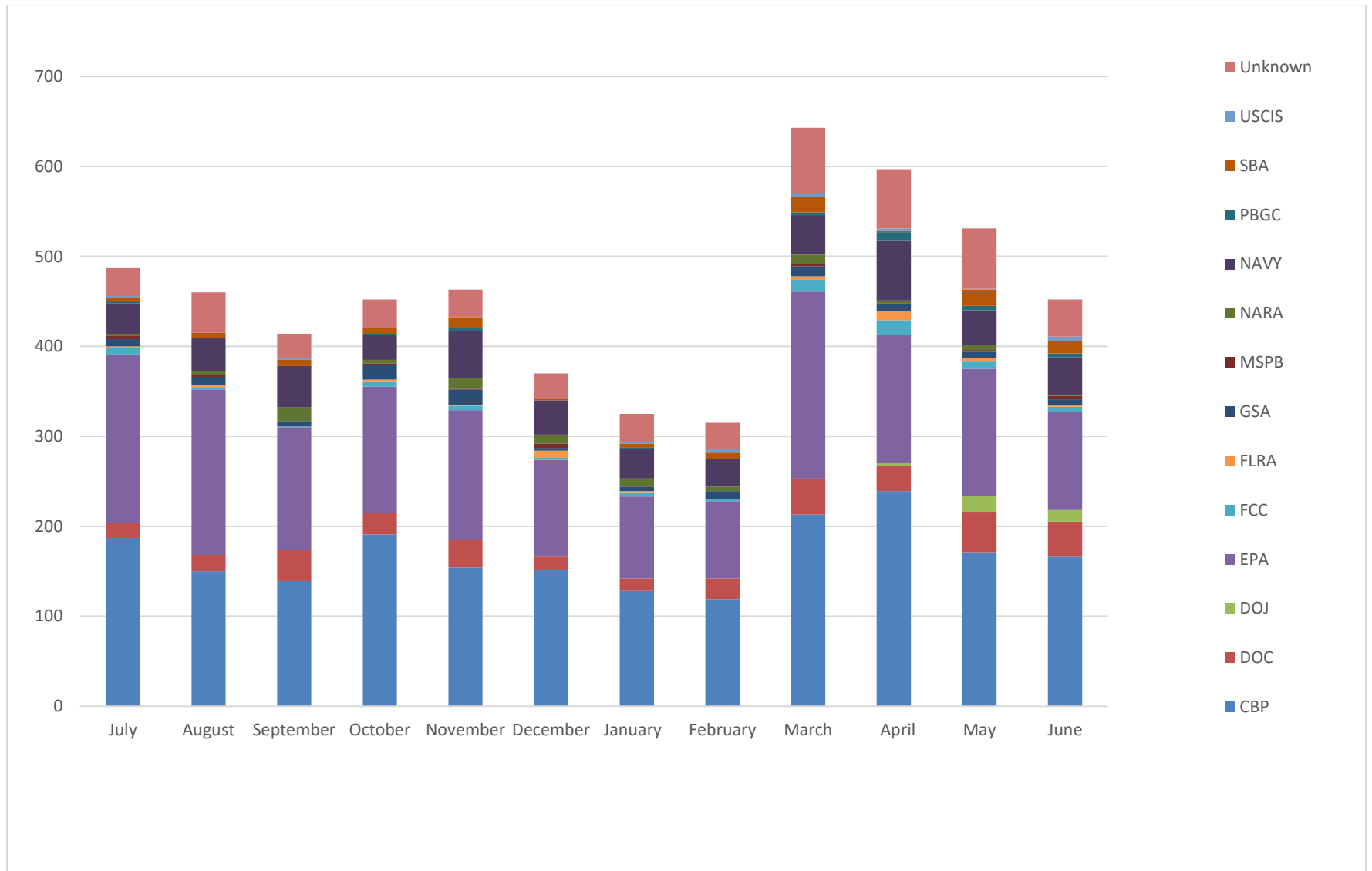
Agency/Public Issues

Agency issues: 287

Public issues: 276

Issues by Agency

Agency	July	August	September	October	November	December	January	February	March	April	May	June
CBP	150	139	191	154	152	128	119	213	239	171	167	231
DOC	18	35	24	31	15	14	23	40	28	45	38	29
DOJ									3	18	13	5
EPA	184	136	140	144	107	91	86	208	143	141	109	129
FCC	2	1	6	5	2	5	2	13	16	9	6	9
FLRA	3	0	2	1	8	1	0	4	10	3	2	2
GSA	9	6	16	17	3	5	9	11	8	7	6	6
MSPB	2	0	2	1	5	1	0	3	1	2	4	0
NARA	5	15	4	12	10	8	5	10	3	5	1	9
NAVY	36	46	28	52	38	33	31	44	66	39	42	45
PBGC	0	0	1	4	0	2	0	3	10	5	4	0
SBA	6	7	6	11	2	4	7	17	1	18	14	25
USCIS	0	2	0	1	0	2	4	4	3	1	5	2
Unknown	45	27	32	30	28	31	29	73	66	67	41	71
Total Issues	460	414	452	463	370	325	315	643	597	531	452	563



Top 10 Questions – June

Account Locked/Frozen/Forgot

Password

Inquiry into status of FOIA

Request

Inability to search/make

assignments

Changing e-mail on public

account

Creating a new FOIA request

Browser Issue while submitting FOIA

Request

Inability to print records/reports using Print Page

Request did not close when final

disposition sent

NAVY Certificate Authority

update

EPA PIV Access

Activities

In June, we communicated regarding system behavior where some users were experiencing errors when attempting to upload records and NOAA FOIA expense calculations.

Additional Statistic Information

In the month of June, the Helpdesk opened 571 new FOIA incidents. Of those, 540 were resolved at the Tier 1 level (CSG), 13 were escalated (CGI), and 10 were unresolved however being handled as of June 30th. Of the 13 escalated tickets in June, 3 of the tickets were resolved by CGI where 10 escalated tickets were unresolved as of June 30th.

Opened FOIA Tickets	571
Tier One Resolved Tickets	540
Total Escalated Tickets	13
Total Resolved Escalations	3
Total Resolved	543
Unresolved Escalations	10
Unresolved Non Escalations	18